

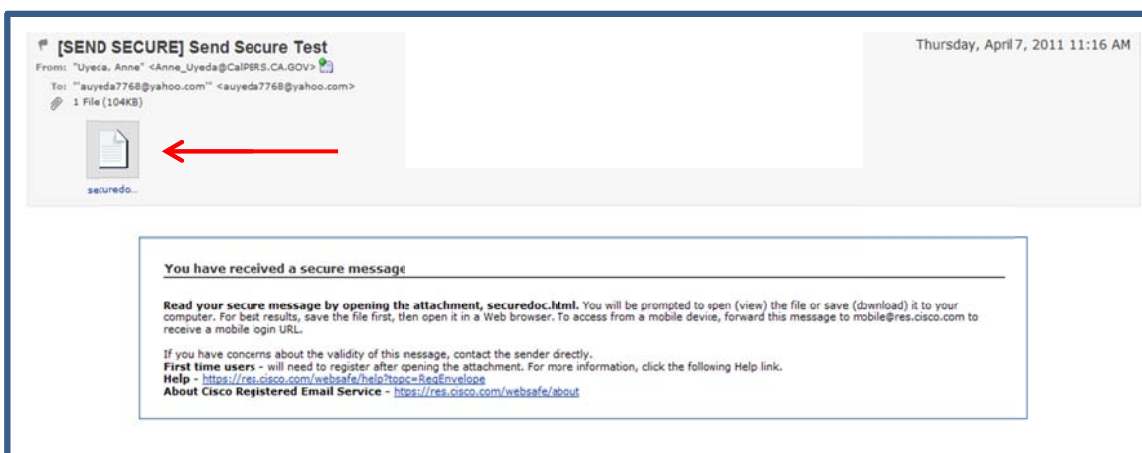
Opening [Send Secure] Emails

To protect your organization's data, emails sent outside of CalPERS that contain personal identifying information (i.e., name, Social Security number, address, telephone number, etc.), will be encrypted using the [Send Secure] feature in Microsoft Outlook. This is in accordance with procedures approved by the CalPERS Information Security Office.

If you are a first time recipient of a [Send Secure] email, you will need to register with Cisco¹ before you access the encrypted information. To register, you will need to provide your name, create a password, establish a personal security phrase, and answer three security questions. Below are the steps for opening a [Send Secure] email from CalPERS and completing the one-time registration required by Cisco.

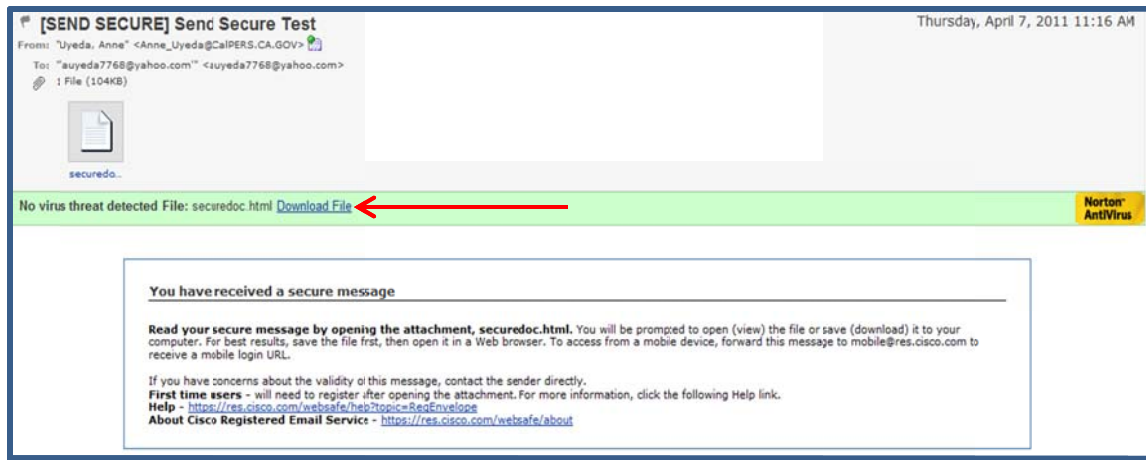
Opening a [Send Secure] Email

1. Go to your email program and open the **[Send Secure]** email. Select the securedoc.html icon.

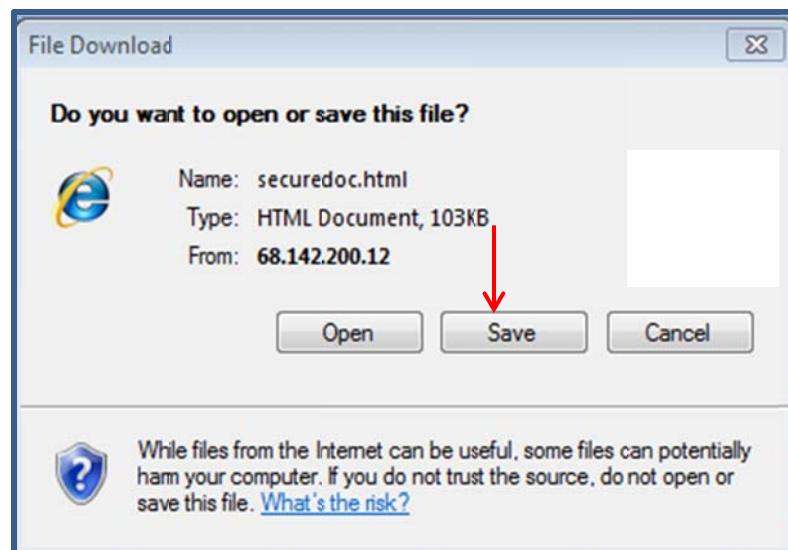


¹ Cisco is a worldwide leader in networking and is committed to transforming how people connect, communicate and collaborate. CalPERS leverages the functionality offered by Microsoft, in collaboration with Cisco, to send information securing to its business partners.

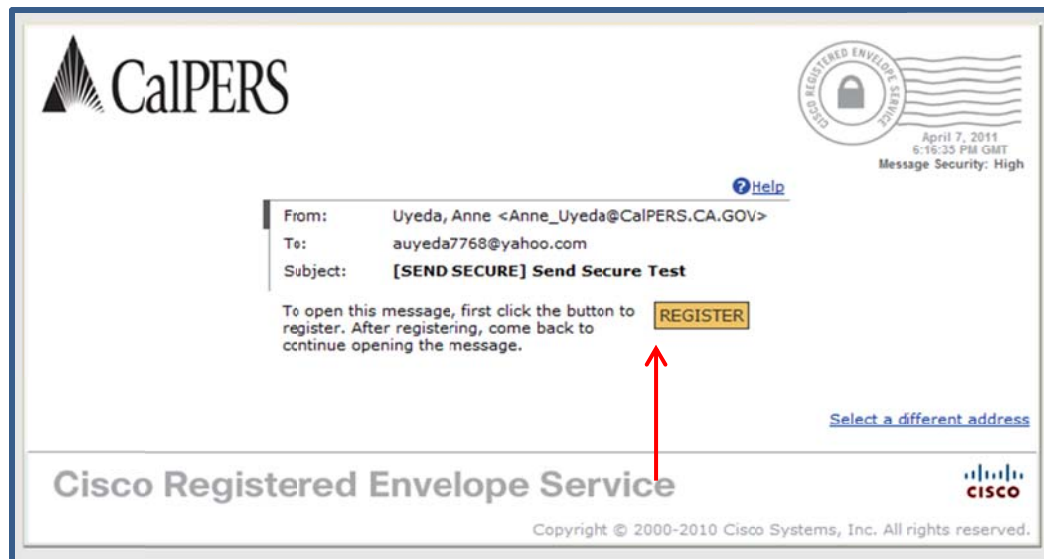
2. Select the **Download File** hyperlink.



3. Select the **Save** button to store the document on your computer and then select the file to open it when the download has completed. Or, if you prefer not to save the file, select the **Open** button.



4. If you have not yet done so, you will need to register for a Cisco account by selecting the **Register** button. If you already have a Cisco account, please skip to step 10.



5. Complete the New User Registration form and select the **Register** button at the bottom of the page. All fields with an asterisk (*) must be completed.

NEW USER REGISTRATION

To assure future messages from this service are not accidentally filtered out of your email, please add "DoNotReply@res.cisco.com" to your Address Book or Safe Sender List.

* = required field

Enter Personal Information

Email Address

Language The language setting will be stored for future login and email notifications.

First Name*

Last Name*

Create a Password

Password* Enter a minimum of 6 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers.

Confirm Password*

Personal Security Phrase* Enter a short phrase that only you will know. This phrase will appear on message envelopes when you log in. When you see your phrase, you know you are logging in to our secure site. [More info](#)

☒ Enable my Personal Security Phrase.

Select 3 Security Questions

You will be asked these questions in the future if you forget your password.

Question 1*

Answer 1*

Confirm Answer 1*

Question 2*

Answer 2*


Confirm Answer 2*

Question 3*

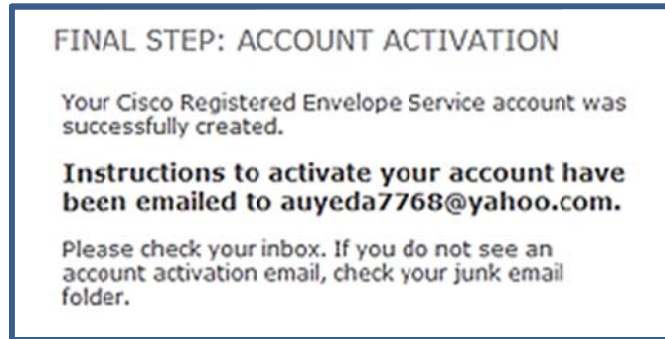
Answer 3*

Confirm Answer 3*

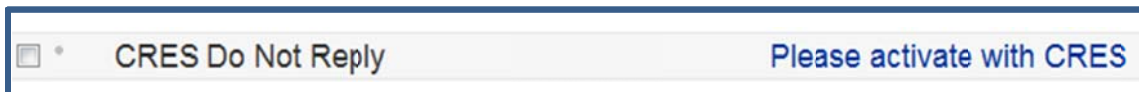
Register



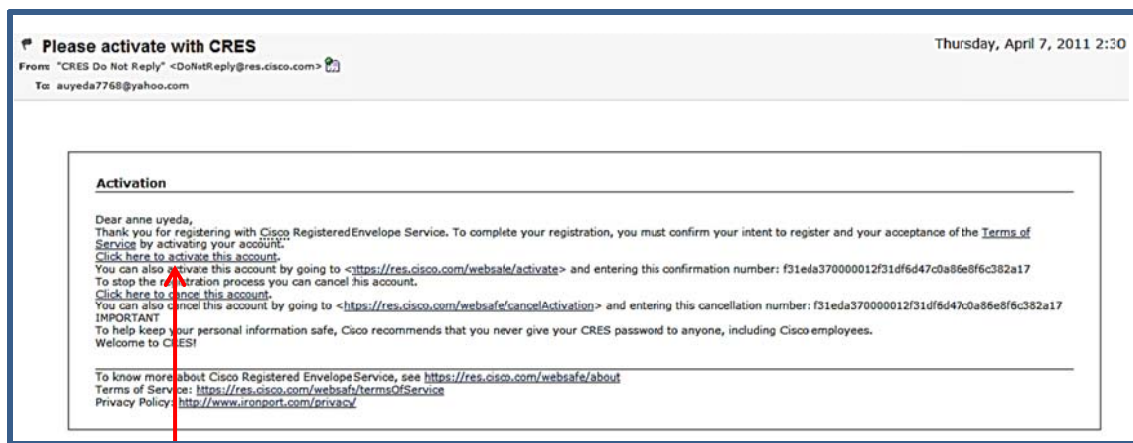
- You will receive the following on-screen message instructing you to finalize your account activation.



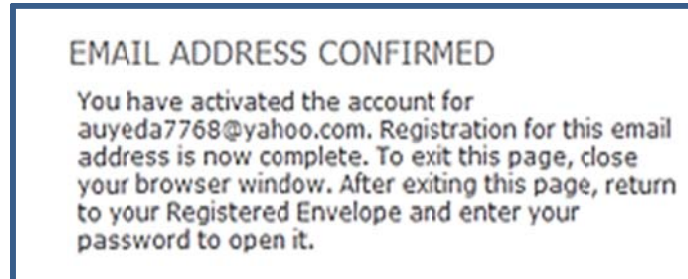
- Return to your email program to activate your Cisco account. The email subject line should read, "Please activate with CRES."



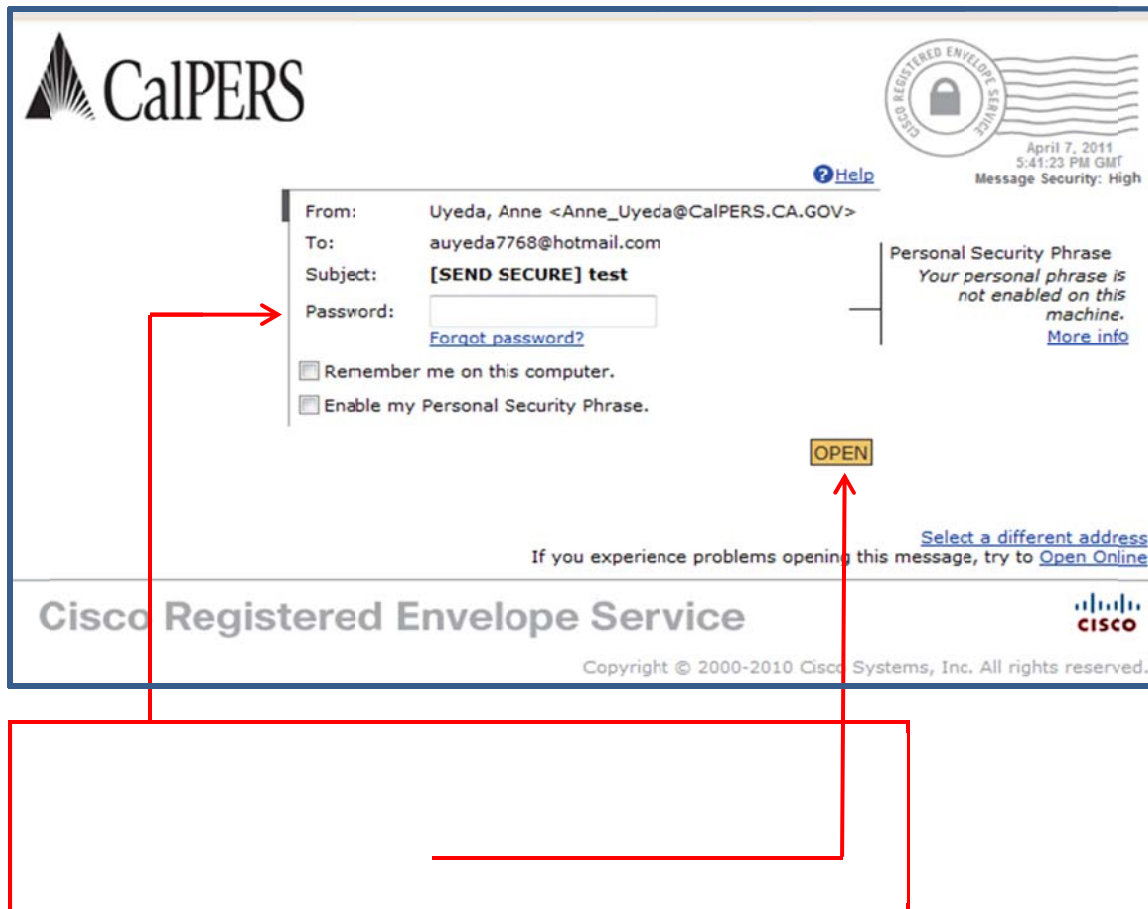
- Open this email message and select the **Click here to activate this account** hyperlink.



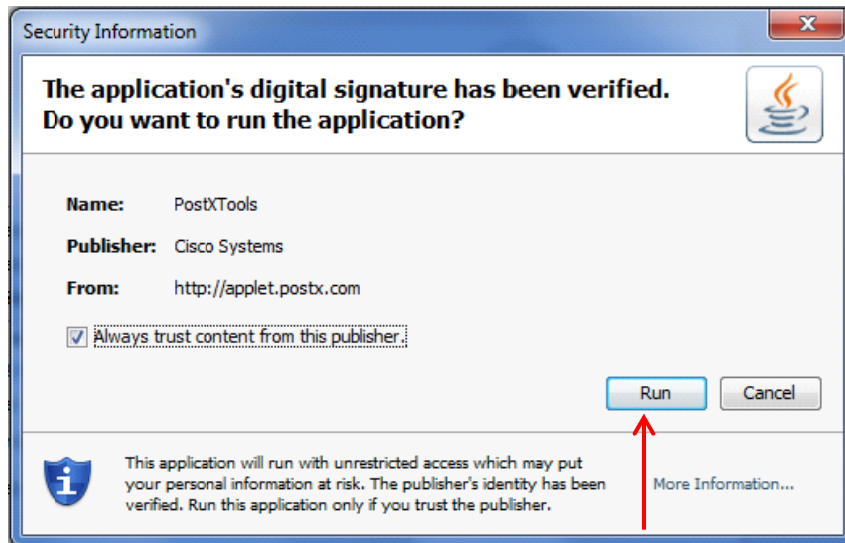
9. Verify that the **EMAIL ADDRESS CONFIRMED** window displays.



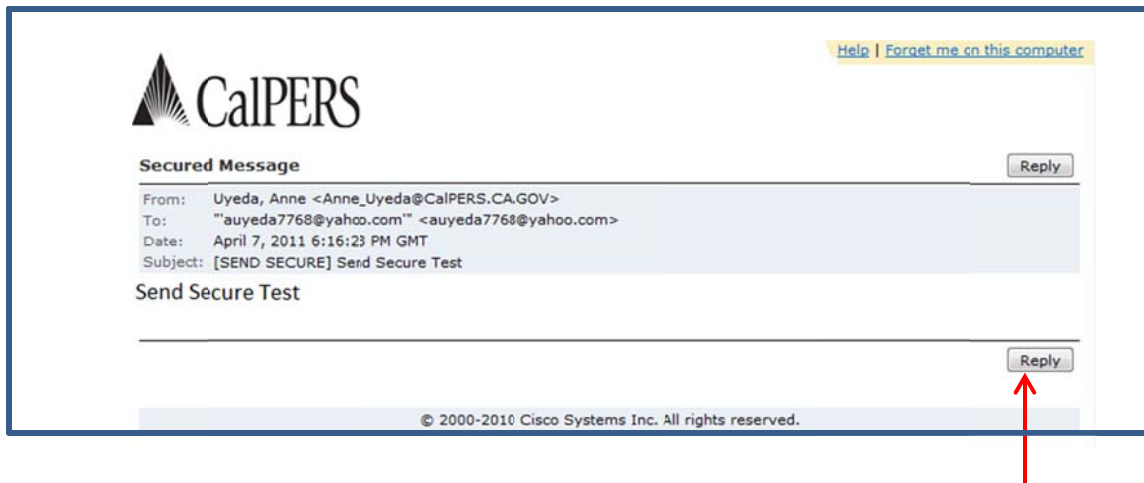
10. Return to the Cisco Registered Envelope, enter your Cisco password, and select the **Open** button. You can also verify your Personal Security Phrase which displays on the right side of the screen after you've completed the registration process.



11. You may receive the following message when attempting to open the email or attachment. Simply select the **Run** button. Note that by checking the box next to “Always trust content from this publisher,” you can prevent this message from displaying in the future.



12. You can now view the **[Send Secure]** email content.



Note: Do **not** select the **Reply** button in this window unless you intend to reply with confidential data and your email program is configured to send messages using the [Send Secure] functionality.

13. If attachments were included in the message, they will be displayed as hyperlinks.

